



Dŵr Cymru
Welsh Water

Pentwyn Road
Nelson
Treharris
Mid Glamorgan
CF46 6LY

Tel: +44 (0)1443 452300
Fax: +44 (0)1443 452323
Web site: www.dwrcymru.com

Date: 28 June 2010

Enquiries, please contact:

0800 052 0130

Reference number: 17970162

Dear Customer

Re: Essential maintenance work

Dŵr Cymru Welsh Water continually monitors its water resource situation to ensure that supplies to our customers are met at all times. This year has brought with it very dry weather and with predictions of a hot and dry summer ahead we are writing to you to advise of some early measures we are taking to protect your water supply.

In order to ensure continuity of water supplied to you during the summer, we will be undertaking essential maintenance work on the Talybont trunk main system. The work will take place over the summer period. Whilst this essential work is being carried out you may, however, notice a temporary discolouration to your water supply, as the work involves varying flows within the water mains. Whilst we will do everything we can to minimise any discolouration, if it does occur we may need to carry out some additional local flushing of the water main to clear the problem. If you do experience discolouration please run a cold tap (usually your kitchen tap) until the problem clears and avoid using water in washing machines, as the discoloured water may cause staining of light coloured garments etc.

If you require any further information please do not hesitate to telephone our call centre on 0800 052 0130. This number is available 24 hours a day.

Whilst carrying out this work we should not normally need to enter your property. If however we do need access, then please ask to see the individual's identity card (ID) before allowing them access. If you have any concerns, or a caller produces an ID card and you would like to verify their identity, please ring our Bogus Caller Helpline on 0800 281 141 – lines are open 24 hours a day, seven days a week.

We apologise for any temporary inconvenience that this necessary work may cause.

Further information providing useful tips on how you can reduce water wastage in and around the home can be found on our website at www.dwrcymru.com

Yours sincerely

Ceris Van de Vyver

Distribution Unit Manager

glas
Glas Cymru Cyfyngedig

Welsh Water is owned by Glas Cymru – a 'not-for-profit' company.

We welcome correspondence
in Welsh and English.

Dŵr Cymru Gyf, a limited company registered in
Wales no. 2366777. Registered office: Pentwyn Road,
Nelson, Treharris, Mid Glamorgan CF46 6LY.

Abergavenny

Govilon
Llantilio Pertholey
Mardy
Coed Morgan
Llanover
Llanvair Kilgeddin
Llanvihangel Gobion
Nanyderry
The Bryn
Clytha
Hardwick
Penpergwm
Llanfoist
Gilwern
Llangattock Lingoed
Llantilio Crossenny
Coldbrook
Llanddewi Rhydderch
Llanvapley
Pantygelli
Bryn-y-gwenin
Llandewi Skirrid
Llanvetherine
Pandy
Llanelly Hill
Clydach
Chain Bridge

Abertillery

Blaina
Aberbeeg
Cwmtillery
Penybont
Six Bells
Brynithel
Llanhilleth

Brecon

Llanwern
Bwlch

Crickhowell

Cwmdu
Cwrt y Gollen
Dan y Parc
Ffawyddog
Glangrwyney
Llangattock

Ebbw Vale

Garnlydan
Beaufort
Brynmaur
Nantyglo
Newtown

Monmouth

Llanvihangel Ystern Llewern
Talycoed

Newport

Crumlin
Swffryd Crumlin

Pontypool

Llanvihangel
Penperlleni
Glascoed
Little Mill
Wainfelin

Usk

Llangwm
Llandenny
Bettws Newydd
Llansoy
Cold Harbour
Gwehelog
Llancayo
Llangybi
Monkswood
Llangeview
Goytre
Kemeys Commander
Trostre
Llanbadoc